

# Getting Started with the Palm VII™ Handheld

Palm.Net Discontinued: The Palm.Net service is discontinued as of August 31, 2004. Any information in this manual pertaining to Palm.Net, PQAs (web clipping applications), MyPalm and the WAP Browser is not applicable after that date. For wireless email and web browsing, we recommend you migrate to a palmOne smartphone.

We can help you do this: [Click here](#) to learn how to upgrade to a new solution.

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# Read This First

## Welcome to the Palm VII™ handheld

*Getting Started* is designed to help you get up and running quickly on your Palm VII™ series handheld. It guides you through the following process:

- Getting to know your new Palm VII handheld
- Setting up your handheld
- Installing Palm™ Desktop organizer software
- Activating the Palm.Net™ wireless communication service

**Before you can activate the Palm.Net wireless communication service, the transmitter inside the Palm VII handheld must be charged by the AAA batteries. This takes about 70 minutes.**

## Upgrade information

If you are upgrading from another Palm OS® handheld, we recommend that you install the version of Palm Desktop software that comes with your Palm VII handheld into the same folder as your current Palm Desktop software. Please read the information on upgrading in Chapter 1 of the *Handbook*. Then return to this guide to learn how to complete the installation.

# Get to know your new Palm VII™ handheld

## 1. Review Palm VII™ components.

### IR Port

Exchange data and applications with any infrared-enabled Palm OS® handheld that's nearby.

### Antenna

Raise to access the Palm.Net™ wireless features.

### Applications Launcher

Tap the Applications icon to see all your Palm™ applications.

### Graffiti® Writing Area

Use the stylus to enter Graffiti® text and numbers here, or to access the onscreen keyboard.

### Power Button / Backlight Control

Press here to turn your handheld on and off. Hold it down for a few seconds to turn on the screen backlight.

### Cradle and HotSync® Button

Connect the cradle to your computer and press the HotSync® button to exchange data back and forth between your handheld and your computer.

### Contrast Control

### Stylus

### Scroll Button

Press the top half to scroll up and the bottom half to scroll down.

Date Book

Address Book

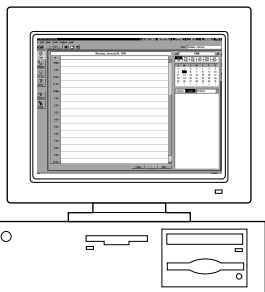
To Do List

Memo Pad

### Applications Buttons

Press these buttons to turn on your handheld and immediately access your main applications.

## Palm™ Desktop organizer software



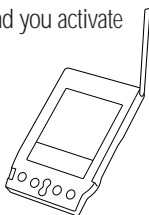
Palm™ Desktop software includes the same main applications as your Palm VII™ handheld: Address Book, Date Book, To Do List, Memo Pad, Expense, and desktop e-mail connectivity. You can use the HotSync® Manager feature of this software to back up and exchange data between your handheld and your computer.

**Note:** If you are using Microsoft Outlook or other organizer software instead of Palm Desktop software, you still need to complete this process to install HotSync Manager, conduit software, and other features of Palm Desktop software.

## Palm.Net™ wireless features

Your handheld gives you access to the Palm.Net™ wireless communication service. After the transmitter has been charged and you activate the service, you'll be able to use these wireless features:

**Web clipping:** You can use the *web clipping applications* on your handheld to pull information you request off the Internet – without wasting time browsing. You get only the information you ask for. It's not delivered to you as a web page, but as a *web clipping*, a no-frills format that's fast, economical, and easy-to-read. There are web clipping applications preloaded on your handheld. More are available on the Palm Desktop CD-ROM and the web site <http://www.palm.net>.

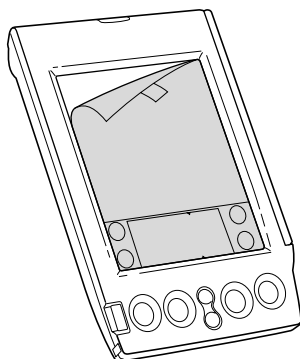


**iMessenger® application:** You can use the iMessenger® application on your handheld to send and receive short text messages. When you activate the service, you'll acquire an address on the Palm.Net network. After that, you'll be able to send and receive messages to and from any Internet e-mail address, anytime and anywhere within the coverage area.

*How would you use the wireless features? Let's say you're in a taxi on the way to your hotel, and you want to arrange a dinner meeting. Send a message to your invitees; they can reply directly to your @palm.net address. Next, query the Net for a restaurant, directions, and a traffic report. Then, send a message to your invitees telling them the time and place.*

# Set up your Palm VII™ handheld

- 2.** Remove the screen film.

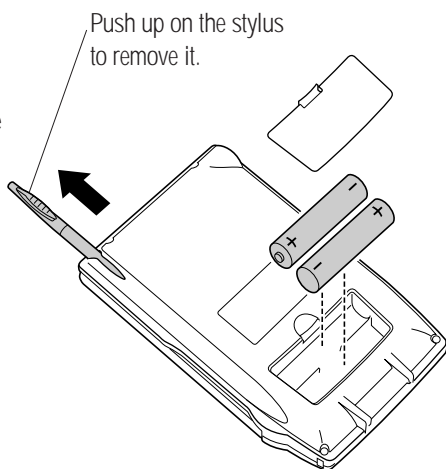


- 3.** Install the AAA batteries and charge the transmitter.



## IMPORTANT!

The moment you insert the batteries, they begin to charge the transmitter you'll use with the Palm.Net™ wireless features; **this takes about 70 minutes.** As soon as the transmitter has been charged, you can activate the service. (For more information, see page 7.)



- 4.** Follow the instructions onscreen to set up your handheld.

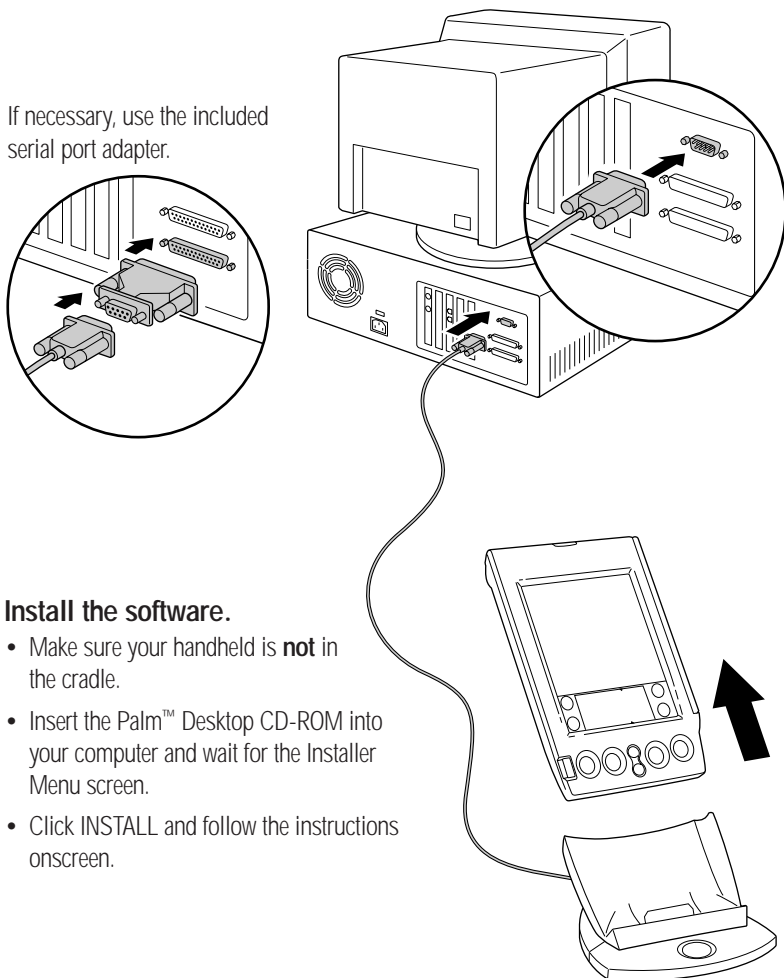
**Hints:** If your handheld does not turn on automatically, make sure the batteries are installed correctly (see the picture above). If that's not the problem, install different batteries. If your handheld still does not turn on, go to page 12 for more suggestions.

# Set up your Palm™ Desktop organizer software

## 5. Make the connection.

- Turn off your computer and connect the cradle to the COM (serial) port on the back of your computer.
- Turn the computer on after the cradle is connected.

If necessary, use the included serial port adapter.



## 6. Install the software.

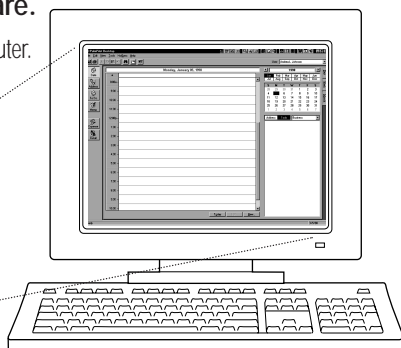
- Make sure your handheld is **not** in the cradle.
- Insert the Palm™ Desktop CD-ROM into your computer and wait for the Installer Menu screen.
- Click INSTALL and follow the instructions onscreen.

## 7.

### Launch Palm™ Desktop organizer software.

Double-click the Palm Desktop icon on your computer. Follow these steps to enter a memo:

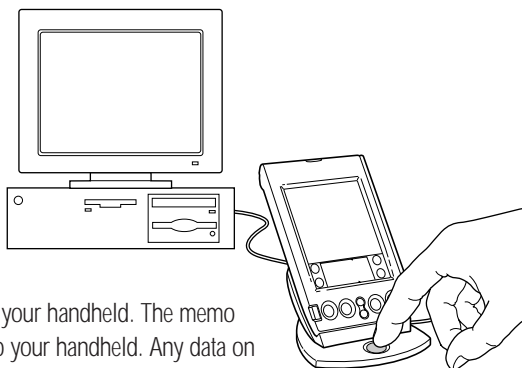
- Click the Memo icon, and then click New.
- Type *Remember to activate the wireless communication service.*
- Click Apply.



## 8.

### Synchronize your data.

- Make sure your handheld is in the cradle.
- Press the HotSync® button on the cradle.
- Enter a unique user name and then click OK.



The web clipping applications you selected during step 6 are loaded on your handheld. The memo you entered during step 7 is added to your handheld. Any data on your handheld is quickly exchanged and updated (synchronized) with the Palm™ Desktop software on your computer.

### While you're waiting...

In the time that remains before the transmitter is fully charged, explore your Palm VII™ handheld, practice Graffiti® writing, or enter data in the main applications.

To practice Graffiti writing or enter data, press the power button to turn on your Palm VII handheld. Tap the Applications icon to open the Applications Launcher, and then tap the Graffiti icon or the icon of the application you want to use.





# Activate the Palm.Net™ wireless communication service

## 9. Read *Choosing a Palm.Net Service Plan* and pick a plan.

Palm, Inc. provides affordable service plans to choose from. To activate, you'll also need to have credit card information or a corporate account number available.

## 10. Raise the antenna and activate the service.

If the transmitter is charged, just follow the instructions onscreen to activate the Palm.Net™ wireless communication service. Otherwise, please wait a few more minutes and then try again.

## 11. Record your username and password.

Your username is your address for the iMessenger® application. You'll need both your username and password to access your billing information.

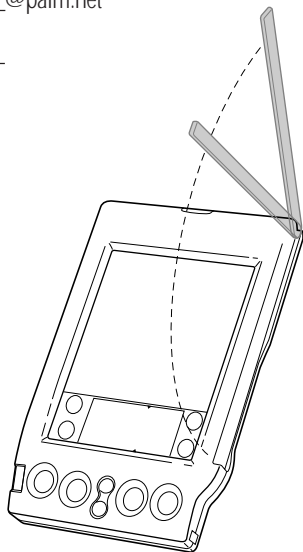
Username: \_\_\_\_\_@palm.net

Password: \_\_\_\_\_

### Congratulations!

You've completed the installation process and activated the Palm.Net wireless communication service.


The next few pages tell you more about web clipping applications and the iMessenger application, and about the four ways to enter data on your handheld.

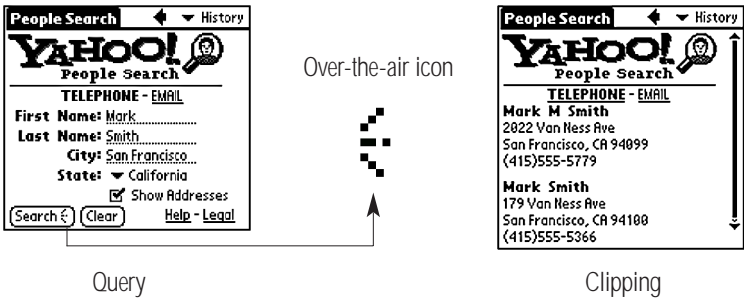


# Query the Net for quick, concise answers

Now that you've activated the Palm.Net™ wireless communication service, you can be miles away from a modem or a desktop computer and still be connected to the Internet.

Web clipping is a simple query-and-response process. Try it!

1. Raise the antenna on your handheld to access web clipping applications.
2. Use the stylus to tap the icon of the Yahoo!® People Search web clipping application  .
3. Enter the name, city, and state of someone you know. If you want to find the street address as well, tap the Show Addresses check box to select it.  
You can use Graffiti® writing or the onscreen keyboard to enter text.
4. Tap Search. The button that submits your query to the Internet displays the over-the-air icon, which lets you know when you're transmitting data and incurring a cost.



Your handheld delivers the response – the clipping – in a matter of seconds, and it contains just the information you asked for.

# iMessenger® application: Send and receive text messages anytime

With the iMessenger® application, your Palm VII™ handheld gives you the freedom of wireless Internet messaging. It works like an e-mail application, but it works in your car, on the street, at the beach – anywhere within the coverage area. Try it!

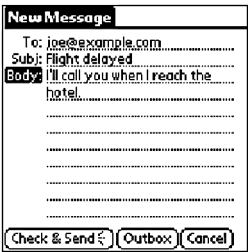
- 1. Raise the antenna on your handheld and tap the iMessenger icon .

- 2. Use the stylus to tap New.



- 3. Use Graffiti® writing or the onscreen keyboard to enter an address in the To: field and a subject in the Subj: field.
- 4. Enter a short message in the Body: field.
- 5. Tap Check & Send.

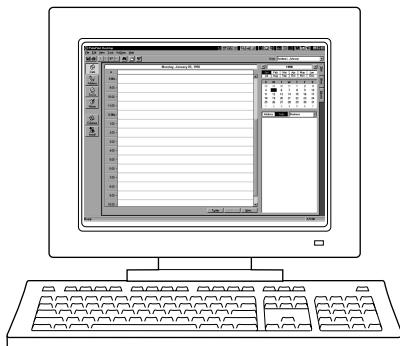
As in web clipping applications, the over-the-air icon lets you know when you're transmitting data and incurring a cost.



# Four ways to enter data into your Palm VII™ handheld

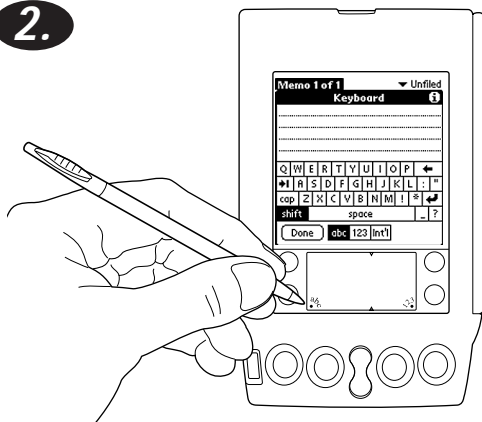
## 1. Using your computer keyboard

Type information in your Palm Desktop™ software, and then synchronize the data with your handheld.



**Hints:** Perform a HotSync® operation regularly to make sure your data is current on both your handheld and your computer. Before you change AAA batteries, be sure to back up your data onto your computer by using the HotSync feature.

## 2.



### Using the onscreen keyboard

Tap the text or a blank line on the handheld screen. (The cursor should blink to indicate you're in edit mode.)

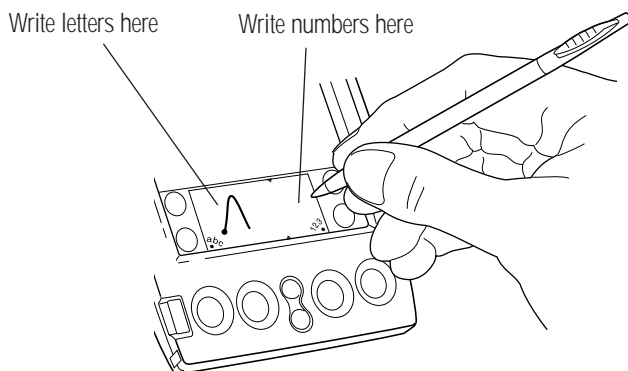
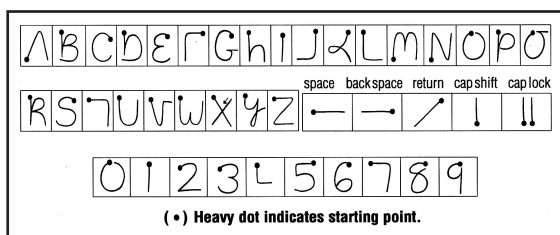
Tap the dot under "abc" for the alphabetic keyboard or the dot under "123" for the numeric keyboard.

Tap the characters and then tap Done.

**Tip:** Tap abc, 123, or Int'l to switch keyboards.

### 3. Using Graffiti® writing software

Graffiti® characters are similar to uppercase letters that are formed with a single-stroke. Your writing turns into text wherever the blinking cursor appears on the handheld screen. Graffiti writing is easy, fun, accurate, and fast (up to 30 words per minute). It's worth taking a few minutes to learn. Just remember to write BIG and press firmly.



### 4. Using a keyboard accessory

You can connect an optional keyboard accessory to the serial connector on your handheld and type data directly into your handheld. This accessory is particularly helpful if you need to enter large amounts of data quickly while you are away from your computer.

# Palm VII™ handheld troubleshooting and contacts

**If your handheld does not turn on, try these steps before contacting Technical Support:**

- Adjust the contrast control.
- Make sure the batteries are fresh and properly installed.
- Perform a soft reset by unscrewing the top of your stylus and using the reset tool inside to gently press the reset button on the back of your handheld.
- If your handheld still doesn't turn on, perform a hard reset by holding down the power button while doing a soft reset. Wait for the Palm Computing® Platform logo to appear, then release the power button.

**Important:** A hard reset erases all records and entries stored in your handheld.

**For Palm VII technical support issues related to your handheld, contact us here:**

- Web Access            <http://www.palm.net>
- E-mail                [support@palm.net](mailto:support@palm.net)
- Telephone            (407) 531-4400

**Note:** There are thousands of third-party applications available for Palm OS® handhelds. For questions and support, please contact the software developer directly.

**For Palm VII activation, billing, service, or repair support, contact us here:**

- Web Access            <http://www.palm.net>
- E-mail                [custcare@palm.net](mailto:custcare@palm.net)
- Telephone            (888) 756-PALM (7256)

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